



## **Complaints Policy and Procedure 2022 – (FINAL Draft revision of 2021 document)**

### **Complaints Policy Statement**

Safe Sport International (SSI) is committed to using best efforts to provide a high standard of quality services to service users, other agencies, and organisations. It will take seriously all concerns or complaints and will address them promptly with a view to achieving a resolution as quickly as possible.

SSI recognises that all service users, agencies, and organisations have the right to raise concerns or complaints about its services, and they have access to clear information on how to voice complaints and concerns.

This policy and complaints procedure is open to everyone who receives or requests a service from SSI and those acting on its behalf. SSI will provide it on its website this policy and procedure and will deal with complaints in line with its Confidentiality Policy.

The Complaints Procedure will be part of the process of monitoring the quality, effectiveness, and non-discriminatory nature of its services. All staff, volunteers and Board of Trustees are required to read, understand, and comply with this policy and its procedures.

The objectives of SSI's complaints policy and procedures are: to ensure everyone knows: how to raise a concern or to make a complaint: how a complaint will be handled; and to ensure that complaints are dealt with consistently, fairly, and sensitively within clear time frames.

It will ensure that complaints are monitored to improve our services and listen carefully to complaints and treat complaints as confidential, where possible, and record, store and manage all complaints accurately and in accordance with GDPR requirements as set out in our Data Protection Policy and Privacy Notice.

SSI will investigate complaints fully, objectively and within an agreed timeframe, and notify the person making the complaint of the results of the investigation and any right of appeal. It will inform the person making the complaint of any action that will be implemented in order to ensure, to the best of its ability, that there is no re-occurrence. It will report to the Board on an annual basis, the number of complaints received, the outcomes and any actions taken.

NB However, where a concern is or may be a safeguarding issue and/or relevant breach of SSI's Code of Conduct – it must be passed over to for consideration by SSI's Safeguarding Lead or Deputy in their absence. Complaints about the handling of a safeguarding concern should remain under the auspices of this policy.

### **Confidentiality**

All complaint information will be handled sensitively, maintaining confidentiality, telling only those who need to know, and following relevant data protection requirements.

### **Definition of a complaint**

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel that SSI has failed to provide a service or an acceptable standard of service or made a mistake in the way the service was provided, i.e., it failed to act in a proper way or provided an unfair service. This policy and procedure concerns only complaints received about SSI and its services.

### **Concern or Complaint**

It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of their developing into formal complaints. If you have any concerns about our service please tell a member of SSI as soon as possible, so they can quickly understand your concerns and try to put things right. If you are not happy with the response to your concern and/or want to make a formal complaint, please refer to the complaints procedure below.

### **Complaints Procedure**

If you have a complaint about our services or about the behaviour or performance of a member of SSI, or a person acting on its behalf you should follow the stages below to seek a satisfactory resolution of your complaint. Please read all the suggested stages below and decide which is most appropriate for the nature of your complaint.

**Stage 1:** We would suggest that you make a complaint to the person leading the service/event/project. This person will then discuss the complaint with you and attempt to agree a way forward or a solution that is acceptable to both parties. You may have to allow the person sufficient time to clarify, investigate or remedy your grievance and they will agree the timescales in which to speak to you again about it. At the end of this time and following further discussions or actions we hope that an amicable solution will have been found to your concerns. If it has not been resolved, or if you do not feel comfortable with approaching the person leading the service, event or project, you are encouraged to contact SSI's trustees with responsibility for

complaints. If the complaint is of a serious nature, we would recommend that it is progressed to stage 2.

**Stage 2:** If the initial complaint cannot be resolved informally via the Stage 1 process, or if you do not consider it appropriate to discuss the issue informally, the complaint should be submitted in writing to the responsible trustee/s who may convene a small committee to consider the complaint.

Formal written complaints should be made either by email to the [confidential@safesportinternational.com](mailto:confidential@safesportinternational.com) email address, or in writing to our postal address for the attention of SSI's Complaints Officer (a named trustee):

2, Communications Road,  
Greenham Business Park  
Greenham,  
Newbury,  
Berkshire RG19 6AB  
United Kingdom

In your written complaint, you are encouraged to give a detailed account of your grievance, using our complaints form at Appendix 1, and provide copies of appropriate supporting documentation if required. Full details at an early stage will assist our prompt investigation.

We will endeavour to acknowledge, in writing, all written complaints within 5 working days of receipt, and outline the course of action that we will be taking. We will carry out an investigation of your complaint and write to you within one calendar month with our findings and a decision as to whether the complaint is justified/supported and a summary of what action we propose taking to resolve the issue, if required.

If the complaint is found to be justified, we aim to provide appropriate remedy, which may vary from an apology to reimbursement of fees or services and a variety of other options considered to be appropriate, dependant on the nature of the complaint and the views of the person making the complaint. If you are not able to find a satisfactory resolution to your complaint you should proceed to stage 3.

**Stage 3:** If you have followed Stage 1 and/or 2 of this complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to Safe Sport International's Chair of trustees or the Vice Chair if the complaint is about the Chair. SSI may choose to involve an independent person or organisation to contribute to Stage 3 processes.

A meeting will be convened between the Chair or Vice Chair of the Board of Trustees (or an appropriate committee, involving any independent person or organisation as appropriate) and the person making the complaint when mutually convenient to discuss the complaint. Any related documentation from previous stages will be supplied in advance. The aim of this stage is to explore whether the right decision was made in stage two, rather than to discuss new evidence.

## Records Retention

We are required to retain records of all complaints for a minimum period of two years.

*AT Final draft of Jan 2021 version revised 02/06/2022*

### APPENDIX 1

#### Complaint Form

Please complete and return to..... who will acknowledge receipt and explain what action will be taken.

Your name:	
Address:	
Email address:	
Telephone number:	
Please provide details of your complaint:	
What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response?)	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please provide details:	
I consent to the Charity contacting me by using the email address provided above	YES/NO*

*\*Please delete as appropriate*

Signature:.....

Date:.....

**Official use only**

Date acknowledgement sent:.....

By whom:.....

Complaint referred to:.....

Date:.....